

# Benchmark Your Organization

## The Eight Quality Principles

Response time estimate: 5 – 10 minutes

The quality management system standards ISO 9000:2000 series were revised based on the *eight quality management principles*.

The following survey is designed to assist you in benchmarking your perception of your organization's implementation of the 8 Quality Principles.

You should evaluate each principle by giving a letter grade: A, B, C, D, F or I:

**A** = Outstanding

**B** = Good

**C** = Average

**D** = Poor

**F** = Failure

**I** = Incomplete  
(could not evaluate)

Reference ISO/TC 176/SC 2/N 376R  
*Quality Management Principles and Guidelines on their Application*  
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1): Our organization depends on our customers and therefore understands current and future customer needs, meets customer requirements and strives to exceed customer expectations.

A  B  C  D  F  I

2): Leadership establishes unity of purpose and direction in our organization. Managers create and maintain an environment in which people can become fully involved in achieving the organization's objectives.

A  B  C  D  F  I

3): People at all levels are the essence of our organization and their full involvement enables their abilities to be used for the organization's benefit.

A  B  C  D  F  I

4): Resources and activities are efficiently managed as processes to achieve desired results.

A  B  C  D  F  I

5): Our organization's effectiveness and efficiency for given objectives is improved by identifying, understanding and managing a system of interrelated processes.

A  B  C  D  F  I

6): Continual improvement is a permanent objective of our organization.

A  B  C  D  F  I

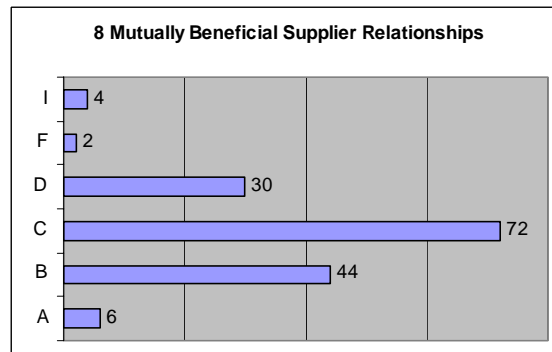
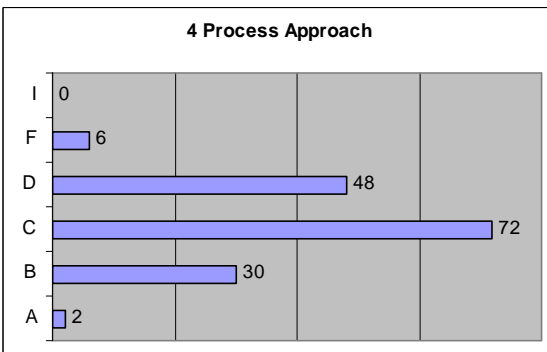
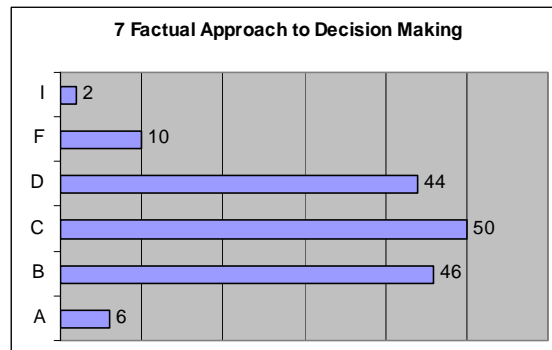
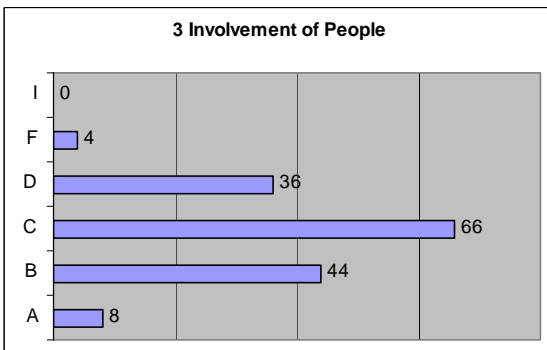
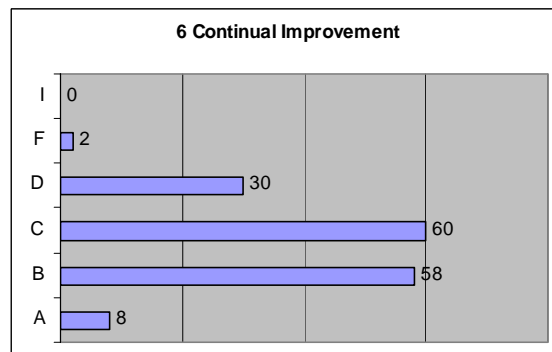
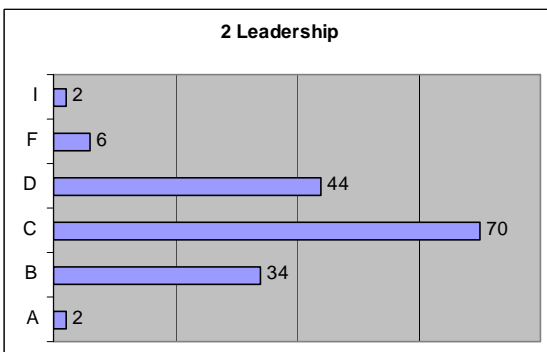
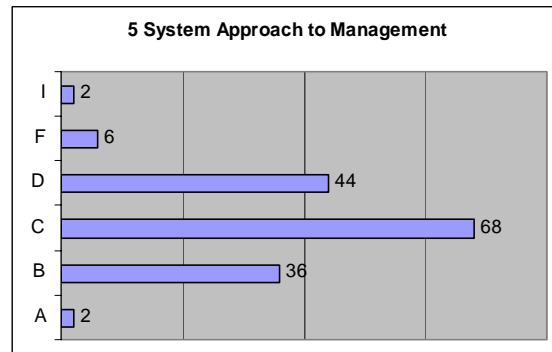
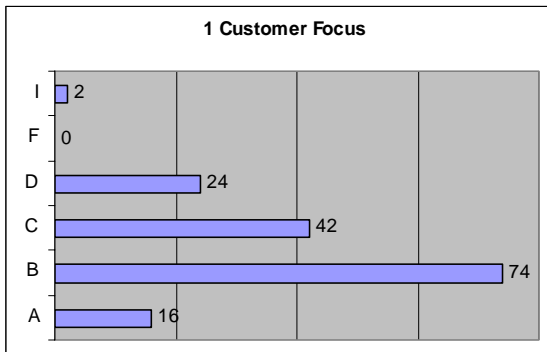
7): Decisions are effective because they are based on the analysis of data and information.

A  B  C  D  F  I

8): Our organization and its suppliers are interdependent, and a mutually beneficial relationship is maintained to enhance the ability of both to create value.

A  B  C  D  F  I

# How 158 Organizations Evaluated Themselves (Prior to ISO 9001:2000 Certification)



**Legend:** I = Couldn't Evaluate; F = Failure; D = Poor; C = Average; B = Good; A = Outstanding